

VRIS UPDATE

Client Appeals
Effective 5/1/2008
Number 154

SUMMARY OF UPDATES

The Client Appeals chapter has been revised to include Mediation and to be consistent with the recently issued chapters on Ineligibility, No Longer Eligible, and Terminations.

Letter Contracts have been issued to each of the six mediation centers.

Revisions were made to the Mediation Brochure and the Mediation Referral Form to make both consistent with the mediation process.

The Priority Group Not Being Served Letter was revised to remove the paragraphs about CAP, Mediation and Fair Hearing. Once this letter is sent, the consumer has an opportunity to express their disagreement with their priority group placement. If the informal review process does not assuage the consumer's dissatisfaction and the Area Administrator affirms the priority group determination, then the AA would send the Area Administrator Letter that contains the language on CAP, Mediation and Fair Hearing.

VRIS POSTING

VRIS: Program Manual: Employment Program: **Client Appeals**

VRIS: Printed and Marketing Materials: Case Service Forms and Worksheets: **Letter – Priority Group Not Served Notice.**

VRIS: Printed and Marketing Materials: Case Service Forms and Worksheets: **Mediation Referral**

VRIS: Printed and Marketing Materials: Case Service Forms and Worksheets: **Mediation Brochure.**

FORMS REVISED

Mediation Referral Form: Now requires both the consumer and VR Specialist signatures.

Mediation Brochure: Download and print a copy as needed.

Priority Group Not Being Served Letter: Recycle any print copies of the previous version and trash any electronic copies on staff computers.

TEAM COMMUNICATION

Since there has not been any written information on mediation for some time and because we now have a contract for Mediation Services, teams should review the section of the chapter on mediation and the details of the contract (Office Directors have a copy). We do not expect there to be many, if any, mediations. Note: If a consumer requests information about mediation, VR Staff are encouraged to inform the consumer about the services of the Client Assistance Program.

LEADERSHIP CONTACT

Pat Bracken, Program Director
402.471.6320
pat.bracken@vr.ne.gov